RightFit Primary Services

Uptime guarantee 98% (connection to Philips Remote Network required) Transition assist Optional Labor Labor Coverage Monday – Friday 8 a.m. – 5 p.m. On-site response 4 hours upon customer request where available Planned maintenance Monday – Friday 8 a.m. – 5 p.m. Preferred labor rates Included Diagnostic licensing, documentation, and customer engineer education Parts Standard parts coverage Included Parts delivery 10:30 a.m. next day Strategic Parts Coverage Magnet Maintenance Package Included (Cryogens, Magnet Insurance, Coldhead) Surface coils Included Chiller coverage Optional Crystals and Photomultiplier tubes (PMTs) X-ray tubes, image intensifiers, Optional detectors Pools Parts and strategic parts pools Optional Labor pool Optional Combination pools Optional		
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Parts and strategic parts pools Optional Labor pool Optional	detectors	
Labor pool Optional	Pools	
·	Parts and strategic parts pools	Optional
Combination pools Optional	Labor pool	Optional
	Combination pools	Optional

Lifecycle	
Philips Technology Upgrades (PTU)	Optional
Software and hardware updates	Included
(Reliability and Performance	
Enhancement)	
Lifecycle Solutions Catalog discount	Lifecycle Solutions
	Catalog purchases
	discount at 15% off
	(not available for
	glassware purchases,
	excludes UPS)
Customer Care Solutions Center	
Remote diagnostics	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions Enhancements	
Service Management Reports	Philips Service
	Information Eligible.
	Reports available
	upon request
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional
Philips Healthcare Consulting	Optional

Availability of all options depends on system type and software release levels.